

CLASS TITLE: TAX RETURN PROCESSING OPERATOR I (TAXATION)

Class Code: 02687502
Pay Grade: 16A
EO Code: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Department of Revenue (DOR) Division of Taxation, to perform a variety of mail processing and data entry functions including the receiving, sorting and opening of incoming mail as well as the scanning, preparation, data entry and batching of tax documents and payments; and to do related work as required.

SUPERVISION RECEIVED: Works under the close supervision and/or professional guidance of a Tax Return Processing Supervisor from whom detailed work assignments are received; work is reviewed upon completion for accuracy and conformance to accepted principles, instructions, laws, rules, and regulations.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Department of Revenue (DOR) Division of Taxation, to perform a variety of mail processing and data entry functions including the receiving, sorting, and opening of incoming mail as well as the scanning, preparation, data entry and batching of tax documents and payments.

- To prepare source data for computer-based data entry by compiling and sorting information.

- To establish data entry priorities and complete data entry tasks in accordance with that prioritization.

- To process customer and account source documents by reviewing data for deficiencies.

- To resolve deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution.

- To enter, verify, update, correct and retrieve customer and account data with speed and accuracy by inputting alphabetic and numeric information according to screen format.

- To recognize machine or operator errors and take corrective action(s).

- To maintain data entry requirements by following data program techniques and procedures.

- To maintain operations by following policies and procedures and reporting needed changes.

- To maintain customer confidence and protect operations by keeping information confidential.

- To interact with taxpayers and members of the public professionally and courteously and to assist in resolving routine taxpayer problems and inquiries.

- To contribute to team effort by assisting with and accomplishing related results as needed.

- To instruct others in procedures and equipment operation as required.

- To perform clerical duties as required.

- To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A familiarity with tax forms, processes and transactions; a working knowledge of tax collections processes and payment methods; the ability to resolve routine taxpayer problems and inquiries; the ability to data enter tax forms with speed and accuracy; the ability to utilize computer software and databases in completing tax transactions and interpreting data; working knowledge of Windows Operating Systems, usage of a personal computer (PC) and standard desktop office tools; the ability to interact with taxpayers, the public and co-workers in a professional, tactful and courteous manner; the ability to follow verbal and written instructions and to review and enter tax-related forms and documents; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Possession of an Associate's degree from a college of recognized standing; and

Experience: At least six (6) months of employment involving the processing of tax documentation and the operation of computer-based data entry equipment.

Or, Possession of an Associate's degree from a college of recognized standing and at least one (1) year of experience performing a variety of moderate to complex office support involving customer-facing service and computer-based tasks involving the Microsoft Windows suite of software programs.

Class Created: November 21, 2021